

## **WORKFORCE DEVELOPMENT DEPUTY**

### **DEFINITION**

This is reception and routine interviewing work in workforce development and training programs in the Division of Workforce Development.

An employee in this class performs a variety of assignments in workforce development and training activities such as reception, applicant interviewing, accepting job orders and referring applicants to jobs which do not require extensive screening. Where specialization is possible, an employee of this class may be assigned to one basic function in the employment service program. The employee performs routine administrative duties as assigned and is expected to handle ordinary assignments within the framework of well-defined policies and procedures, with supervision normally provided by a workforce development supervisor or other administrative superior.

**Any one position may not involve all of the specified duties or knowledges, skills and abilities, nor are the listed examples exhaustive.**

### **EXAMPLES OF WORK**

Reviews a variety of data on workforce development and training for technical accuracy prior to entering it into the computer.

Accepts and reviews new and renewed work applications and assigns proper skill codes.

Receives and records job orders from employers and verifies referrals to them through telephone, mail or in-person contact.

Assists individuals who are reporting in person to the office by completing the required basic forms relative to employment services being provided.

Refers individuals on job orders not requiring complex interviewing or analysis of applicant skills or abilities.

Assists office visitors and callers and directs them to various services within the office or otherwise gives general information regarding employment services.

Composes and types a variety of material, often technical in nature, such as requisitions, personnel records, time and attendance records, expense accounts and other office documents.

Performs other related work as assigned.

### **EXAMPLES OF KNOWLEDGES, SKILLS AND ABILITIES**

Working knowledge of office procedures, practices and equipment.

Working knowledge of interviewing techniques and the ability to apply them in practical work situations.

Some knowledge of the purpose and overall objectives of Workforce Development programs.

Ability to obtain basic facts and apply them to specific situations.

Ability to understand and follow complex directions.

Ability to work rapidly and accurately.

Ability to maintain harmonious working relationships with employers, applicants and other employees.

Ability to use a computer for data entry and inquiry.

Ability to retrieve and apply stored information.

## **WORKFORCE DEVELOPMENT DEPUTY (Cont'd)**

**EXPERIENCE AND EDUCATION QUALIFICATIONS** (The following entrance requirements are used to admit or reject applicants for merit system examinations, or may be used to evaluate applicants for employment in positions not requiring selection from merit system registers. When applicable, equivalent substitution will be allowed for deficiencies in experience or education.)

Three years of experience in responsible sales work (not counter sales), public contact work in reception, credit interviewing, handling complaints, etc., or in supervisory, technical or professional work in the field of business, personnel or public administration.

OR

The successful completion of three years (with approximately 90 semester hours of credit) in an accredited four-year college or university.

OR

Three years of full-time clerical or other related work above the entry level with the Division of Workforce Development.

(Eff. 7/1/99)